

RE: Internet Printing

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg00577.html>

- *From:* v-edtian@xxxxxxxxxxxxxxxxxxxxxxxx (Edward Tian)
 - *Date:* Fri, 02 Sep 2005 09:40:57 GMT
-

Dear Peter:

Thanks for your update.

Regarding the scenario that ISA 2004 is installed, it has a known issue that the option "Connect" is missing no matter the client is from internal or external. We have experienced a same issue some weeks ago, also, I have reproduce the issue in my test machines, let me make a brief description:

Firstly, it appears that IIS Internet Printing on Windows Server 2003 is detecting that if you browse from the local host it does not present the "connect" button on the left. Which makes sense. To verify, install IIS Internet Printing on any Windows 2003 system and browse to your self <http://localhost/printers>. You won't see the "connect".

Now add ISA to the server. When ISA gets traffic on port 80, it grabs it before IIS and then redirects it to the web proxy filter. Then it becomes a web proxy request. So when the http packets are finally sent to the IIS server they are sourced from the IP address of the ISA server itself – not the client. Then we are back to the original situation of connecting to yourself as far as IIS is concerned. That's why the remote client cannot see the "Connect" button.

Based on my research, I have found a workaround which is applicable for Windows Server 2003/ISA 2004, the brief solution is to change the default port 80 to another one such as 81 and disable the http redirecting.

However, in SBS environment, as you know, the whole default web site is listening on port 80, which means RWW/OWA and so many other components rely on this port. Changing the default port 80 will badly affect these components.

I am sorry for the by design issue. Hope you can understand.

Please don't hesitate to let me know if you have further concerns.

Have a nice weekend! :)

Best Regards

RE: Internet Printing

Edward Tian(MSFT)
Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

=====
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You can locate the newsgroup here:

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When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

=====
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| Thread-Topic: Internet Printing
| thread-index: AcWvOfA+V+0v7tMmTm65tIYt6sIxPQ==
| X-WBNR-Posting-Host: 219.89.84.150
| From: =?Utf-8?B?UGV0ZV9FWWE5a?=<PeteEXNZ@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <E2056C41-9155-426C-8210-190522432A4A@xxxxxxxxxxxx>
<3wJSycHrFHA.472@xxxxxxxxxxxxxxxxxxxxxxxx>
<D5F240E3-420C-4ECF-9427-91C9BC6606CD@xxxxxxxxxxxx>
<i6BTbDurFHA.3892@xxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: RE: Internet Printing
| Date: Thu, 1 Sep 2005 14:13:02 -0700
| Lines: 251
| Message-ID: <F307AE13-8E4E-4E25-A75C-F86BB330853D@xxxxxxxxxxxx>
| MIME-Version: 1.0
| Content-Type: text/plain;
| charset="Utf-8"
| Content-Transfer-Encoding: 7bit
| X-Newsreader: Microsoft CDO for Windows 2000
| Content-Class: urn:content-classes:message
| Importance: normal
| Priority: normal
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0

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| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250
| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA03.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:150044
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Hi Edward,

| Thanks for the feedback. I can confirm that ISA 2004 is installed and
the
| missing 'Connect' button affects both Internal (LAN) and External (WAN)
| remote clients.
| All internal and external clients are XP Pro SP1 (or higher) so I believe
| IPP protocol should be installed by default.
| I have applied that tech article you listed when originally doing the
| internet printing setup.

| Thankyou

| Peter.

| "Edward Tian" wrote:

| > Dear Peter:
| > Thank you for your update.
| >
| > I have performed a deep research and consulted with my colleague on
this
| > issue. From the KB article:
| > HOW TO: Configure Internet Printing in Windows Server 2003
| > <http://support.microsoft.com/default.aspx?scid=KB;EN-US:323428>
| >
| > We can find the following descriptive comment:
| > To connect to the printer, click Connect under Printer Actions.
| > When you connect to the printer, the print server downloads the
appropriate
| > printer driver to your computer. After the installation is complete,
the
| > printer's icon is added to the Printers folder on your computer. You
can
| > use, monitor, and administer the printer as if it were attached to your
| > computer.
| >
| > So we can confirm that this option is used to download the necessary
driver
| > for the remote client.
| >
| > Based on my research, if you have ISA server installed on your SBS box,
the
| > "Connect" option will be missing when using the internet printing
service

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|> from an internal client. (However, in your case, the computer is on the
|> internet)
|>
|> To make sure whether it's a client side issue or server side issue.
Please
|> help to confirm:
|>
|> 1. Does this issue occur on all the remote clients?
|>
|> 2. Also, does the issue occur on internal clients?
|>
|> 3. What's the client OS? Only clients that support this IPP protocol
will
|> be presented with the "Connect" link.
|>
|> Please feel free to let me know if you have further concerns.
|>
|> Have a nice day! :)
|>
|> Best Regards
|> Edward Tian(MSFT)
|> Microsoft CSS Online Newsgroup Support
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|> Get Secure! – www.microsoft.com/security
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|> | References: <E2056C41-9155-426C-8210-190522432A4A@xxxxxxxxxxxxxx>
|> | <3wJSycHrFHA.472@xxxxxxxxxxxxxxxxxxxxxxxx>
|> | Subject: RE: Internet Printing
|> | Date: Wed, 31 Aug 2005 16:26:04 -0700
|> | Lines: 117
|> | Message-ID: <D5F240E3-420C-4ECF-9427-91C9BC6606CD@xxxxxxxxxxxxxx>
|> | MIME-Version: 1.0
|> | Content-Type: text/plain;
|> | charset="Utf-8"
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|> | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:149711
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |
|> | Hi Edward,
|> |
|> | Thankyou very much for your reply. I'm not quite sure I follow what
|> | you've
|> | said, if you can't see the 'connect' button on the webpage of the
|> | printserver, how do you print to that printer over http ? (from
internal
|> | or
|> | external clients, doesn't make any difference in my case).
|> | If I use using add/remove printers on a remote client and create an
RPC
|> | connection (defining the http address of the printer), this works
ok,
|> | although it doesn't copy the necessary drivers across, I have to
manually
|> | install them.
|> |
|> | I thought the whole point of having the 'connect to' option is that
you

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|> can
|> | connect to the printer over the internet and the drivers are
|> automatically
|> | copied down to the remote client? I can confirm the remote clients
|> | definitely DO NOT have the required printer drivers.
|> |
|> | Within the LAN, printing to the server works normally, no problems.
|> |
|> | Thanks for your help
|> |
|> | Peter.
|> |
|> | "Edward Tian" wrote:
|> |
|> |> Hi:
|> |> Thank you for posting here. I am sorry for the delayed response due
to
|> |> weekend. Please understand that the newsgroups are staffed weekdays
by
|> |> Microsoft Support professionals to answer your systems and
applications
|> |> questions. Your understanding is greatly appreciated!
|> |>
|> |> I have performed a test on my side: I enter http://<ip
address>/printers
|> |> from the remote computer, all the printers are in the list. Then I
|> |> click
|> |> one printer and find that actually there doesn't exist the option
|> |> "Connect"
|> |> under the printer actions part on the web page. However, printing
|> |> service
|> |> can be used normally (I can print a document and manage the
printing
|> |> process). Also, from an internal client, I get the same result.
|> |>
|> |> Then, can you tell me if you can use the printing service normally?
If
|> |> documents can be printed normally, that should be a normal behavior
|> |> because
|> |> the "Connect" option is used to download appropriate printer driver
to
|> |> the
|> |> local computer. That is to say, if we already have printer drivers
|> |> installed, we will not see this option.
|> |>
|> |> Please feel free to let me know if you have any questions or
concerns.
|> |> Have a nice day! :)
|> |>
|> |> Best Regards
|> |> Edward Tian(MSFT)

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|> |> | thread-index: AcWp9CwellzPLwaLTMafgSSel8OHVw==
|> |> | X-WBNR-Posting-Host: 219.89.84.150
|> |> | From: =?Utf-8?B?UGV0ZV9FWWE5a?=
<PeteEXNZ@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
|> |> | Subject: Internet Printing
|> |> | Date: Thu, 25 Aug 2005 21:11:02 -0700

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- **References:**
 - ◆ **RE: Internet Printing**
 - ◇ From: Pete_EXNZ
 - ◆ **RE: Internet Printing**
 - ◇ From: Edward Tian
 - ◆ **RE: Internet Printing**
 - ◇ From: Pete_EXNZ
- Prev by Date: **RE: Server Error in '/' Application**
- Next by Date: **RE: Remote workplace**
- Previous by thread: **RE: Internet Printing**
- Next by thread: **Internet Printing**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**